

Exam Code:1302

Sub. Code: 9204

B.Voc.(Retail Management)

Second Semester

RSC-204: Human Resource Management in Retail

Time allowed: 3 Hours

Max. Marks:80

NOTE: Attempt five questions in all, including Question Number 1 which is compulsory and selecting one question from each Unit

x-x-x

I. Attempt any four of the following: -

Write a short note on:

- a) Job Description.
- b) Human Resource Planning.
- c) Differentiate between Human Resource Management and Personnel Management.
- d) Team Development.
- e) Team Morale.
- f) Importance of good working relations between colleagues.

(4X4)

UNIT-I

II. Discuss the importance of Human Resource Planning and suggest ways of division and clarification of work for team members? (16)

III. Discussion and briefing of team members is important. Highlights its relevance and the importance of allocation of work on a fair basis.

(16)

UNIT-II

IV. How will you encourage and motivate team members? (16)

V. What is the importance of performance appraisal of team members? Give the relevance of constructive feedback? (16) P.T.O

(2)

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UNIT-III

VI. Conflict has negative impact on the performance of the team. Discuss the causes and ways of managing conflict in light of this statement.

(16)

VII. How can performance appraisal and logging of related information help in identifying and solving unforeseen problems for the team members?

(16)

UNIT-IV

VIII. How can you boost team morale? Who can help you set goals, plan your learning and give your feedback?

(16)

IX. Good relations can bring a synergistic effect in a team. Do you agree? Discuss. (16)

x-x-x